

Just When I Thought I Was Communicating!

How often do we say one thing, and the listener hears an entirely different message? And what's worse, the listener *acts* upon that "incorrect" message.

- Whether in our personal or professional lives, it's the mixed messages of communication that go to the heart of our confusion, chaos, stress, and failure.
- Whether your professional role is in management, sales or customer service, communication is critical.

Join Diana Damron May 8th when she gives us the tools to craft communication that will restore goodwill and open the door to success.

This month's facilitator: Diana Damron, Professional Speaker and Trainer

Facilitator: As a former television news anchor and reporter, **Diana Damron** knows the importance of what she calls the 3 C's: Civility, Communication and Character and the impact they have on our culture and in our work environment. Her experience of interviewing and working behind the scenes with thousands of people gives her the unique perspective of watching the fallout of miscommunication and incivility. Diana is the contributing civility expert in this year's best-selling book, Leaders Start to Finish.

Monthly *Blueprint for Business Success* brown bag sessions features business professionals facilitating informative discussions. Attend to receive relevant information, opportunities to ask questions of the professionals, and network with peers.

Who should attend? Employers interested in growing and evolving more effective organizations. Why?

- Utilizing all available resources to operate and grow makes for smart business.
- Exchanging ideas, insights, and real-world solutions directly impacts your bottom line.
- Making better decisions quickly requires more and better information
- Engaging and energizing your staff helps make your business more successful.

Date:	Wednesday, May 8, 2013
Time:	Noon – 1:00 pm
Location:	FVCC Arts & Technology Bldg, Room 139
Cost:	No cost!
RSVP:	Terri Haueter, 758-6279 or thaueter@mt.gov